

ISD Office of Systems Administration

Services and Pricing

Hosted web services:

Example: An agency contracts with ISD to provide a web site on an ISD owned web server.

Pricing:

20MB	\$15 per month
100MB	\$25 per month
500MB	\$40 per month
1000MB	\$60 per month

Initial Setup - \$95 one time charge

Optional MS SQL Database Support:

100MB Database - \$40

200MB Database - \$80

Service Provided:

Microsoft Server 2003 License

Operating system support via Microsoft Premier Support

Index Server

MS FrontPage Extensions

Web Services IIS 6

Microsoft Access Support

Microsoft SQL Database Support (optional)

Symantec Virus Protection

Detailed real-time web traffic analysis

Support for Multiple Domain Names

Stringent Security Policies

Server Maintenance

Security Patch management

Manage User Accounts

Address hardware and software issues

Backup and Recovery with off-site storage

All data stored securely on SAN and replicated off-site

High-Availability Web Server Hardware

Raised Floor Datacenter

Redundant Connection to the Internet (DS3)

Shared 1GB Network Connection

24x7 Security Monitoring

24x7 Network Monitoring

Controlled HVAC environment

Halon Fire Suppression

UPS & Diesel generator power backup

Server Hosting and Management Services:

1. Agency Provides Server and ISD Manages:

Example: An agency contracts with ISD to maintain their agency's server in the ISD Datacenter and wants ISD to manage the server.

Pricing:

\$100 for rack server

\$150 for tower server*

*** NOTE: This is for existing tower servers only. No new towers will be allowed into the ISD datacenter. All new agency servers must be rack mountable.**

Service provided:

Support for Multiple Domain Names

Server Maintenance

Security Patch management

Manage User Accounts

Address hardware and software issues

Backup and Recovery with off site storage

Raised Floor Datacenter

Redundant Connection to the Internet (DS3)

24x7 Security Monitoring

24x7 Network Monitoring

Controlled HVAC Environment

Halon Fire Suppression

UPS & Diesel Generator Power Backup

100Mbps Network Connection

SAN connectivity available (at additional cost). See SAN Storage section.

2. ISD Provides and Manages a Dedicated, Virtual Server:

Example: An agency contracts with ISD to provide a dedicated, Virtual Server, in the ISD datacenter, to be used exclusively by that agency. This server will be managed by ISD.

Pricing:

With 20GB of SAN Storage and 512MB of RAM \$100 per month

With 50GB of SAN Storage and 1024MB of RAM \$150 per month

With 100GB of SAN Storage and 2GB or RAM \$200 per month

Contact us for pricing on any special needs such as additional storage, RAM, or processors.

Service provided:

Microsoft Server 2003 License

Operating system support via Microsoft Premier Support

Symantec Virus Protection

Stringent Security Policies

- Server Maintenance
- Security Patch management
- Manage User Accounts
- Address hardware and software issues
- Backup and Recovery with off-site storage
- All data stored securely on SAN and replicated off-site
- Raised Floor Datacenter
- Redundant Connection to the Internet (DS3)
- Shared 1GB Network Connection
- 24x7 Security Monitoring
- 24x7 Network Monitoring
- Controlled HVAC environment
- Halon Fire Suppression
- UPS & Diesel generator power backup

3. **ISD Provides and Manages a Dedicated, Physical Server:**

Example: An agency contracts with ISD to provide a dedicated, physical server located in the ISD datacenter to be used exclusively by that agency. This server will be managed by ISD.

Price: Monthly cost would be a negotiated price based on the purchase price of required server (server plus any required software, etc) plus 4% administrative fee and the \$100 per month for server management.

Service provided:

- Operating system support via Microsoft Premier Support
- Stringent Security Policies
- Server Maintenance
- Security Patch management
- Manage User Accounts
- Address hardware and software issues (some exceptions apply. Contact OSA for more details)
- Backup and Recovery with off-site storage
- Raised Floor Datacenter
- Redundant Connection to the Internet (DS3)
- Shared 1GB Network Connection
- 24x7 Security Monitoring
- 24x7 Network Monitoring
- Controlled HVAC environment
- Halon Fire Suppression
- UPS & Diesel generator power backup
- SAN Storage available at additional cost (See SAN Storage Services Section below)

Consolidated Server Management:

Example: An agency contracts with ISD to consolidate their agency's servers onto ISD owned and managed servers and to host user accounts, data storage and printer sharing.

Pricing: \$1.50 per user per month - not to exceed 75 users (more than 75 users will require an agency owned domain, see "Server Hosting and Management Services" section)

Service provided:

Microsoft Server 2003 License
Operating system support via Microsoft Premier Support
Symantec Virus Protection
Stringent Security Policies
Server Maintenance
Security Patch management
Manage User Accounts
Address hardware and software issues
Backup and Recovery with off-site storage
All data stored securely on SAN and replicated off-site
Raised Floor Datacenter
Redundant Connection to the Internet (DS3)
Shared 1GB Network Connection
24x7 Security Monitoring
24x7 Network Monitoring
Controlled HVAC environment
Halon Fire Suppression
UPS & Diesel generator power backup
50GB of storage space on SAN
(Additional storage available, see “SAN Storage Services” section)

SAN Storage Services:

*** NOTE:** The services shown and the associated prices are for STORAGE ONLY. There will be additional one-time costs associated with installing the necessary infrastructure at your location (switches, fiber, HBA's, etc...). An estimate of the total costs can be provided by ISD by calling the ISD Helpdesk at 242-2222.

Example: An agency contracts with ISD to provide a storage solution on the ISD owned and managed Storage Area Network (SAN).

Pricing:

<u>99GB or less:</u>	<u>Monthly Charge</u>
Local Storage Only	\$6.00 per GB
Local Storage plus nightly off-site replication	\$7.50 per GB
Local Storage plus near real-time off-site replication	\$9.00 per GB
 <u>100GB to 499GB:</u>	
Local Storage Only	\$5.00 per GB
Local Storage plus nightly off-site replication	\$6.50 per GB
Local Storage plus near real-time off-site replication	\$8.00 per GB
 <u>500GB or more:</u>	
Local Storage Only	\$4.00 per GB
Local Storage plus nightly off-site replication	\$5.50 per GB
Local Storage plus near real-time off-site replication	\$7.00 per GB

Tape Backup Services:

Example: An agency contracts with ISD to provide tape backup and recovery service for an agency owned server.

Pricing:

Archiving (backing off to tape) \$.20 per GB*

Vaulting (backing off to tape and storing off-site) \$.30 per GB*

* **NOTE:** Initial minimum purchase of 100 GB of backup required.

Alabama Consolidated Email (ACE):

Example: Regular E-Mail provided by ISD for State Agencies

Pricing:

- a. 100 MB Mailbox \$5.50

Services Provided:

Email retention for 15 days
Email backed up for 30 days
Public Folder access
Customized Address List
Spam Filtering
Virus Scanning of Email

- b. 250 MB Mailbox \$7.00

Services Provided:

Email retention for 15 days
Email backed up for 30 days
Public Folder access
Customized Address List
Spam Filtering
Virus Scanning of Email

- c. 500 MB Mailbox \$12.00

Services Provided:

Email retention for 15 days
Email backed up for 30 days
Public Folder access
Customized Address List
Spam Filtering
Virus Scanning of Email

- d. 1500 MB (1.5GB) Mailbox \$25.00

Services Provided:

Email retention for 15 days
Email backed up for 30 days
Public Folder access
Customized Address List
Spam Filtering

Virus Scanning of Email

Spam Filtering and Antivirus Scanning of Email (for Agencies not currently using ACE)

Example: This charge is only for Agencies that use their own email system (not on ACE) and utilize ISD's enterprise anti-SPAM and anti-virus appliances to filter and scan the Agency's incoming email. **For Agencies that are using ACE for their email, the cost of this service is already included in your mailbox subscription.**

Pricing: \$2.00 per user per month

Managed Enterprise Desktop Antivirus

Example: ISD will provide the license, software maintenance, and server infrastructure for Symantec Endpoint protection. Agencies will pay the monthly charge and have access to the latest version on the software and all updates. This will alleviate the need for agencies to constantly renew their licenses and maintenance; it will eliminate the need for purchasing and maintaining and administering an antivirus update server.

Pricing: \$2.25 per user per month

Handheld Devices

Example: ISD can provide the synchronization services between your ACE accounts (email, tasks, calendar, contacts, etc) and several handheld devices such as Blackberry, Treo, and various other "smartphones". The prices shown below are in **addition** to your handheld purchase price and monthly subscription to the wireless carrier.

Pricing:

Blackberry	\$10.00 per month per device
Other devices using active sync (including TREO) (Call for complete list of supported devices)	No Fee

List Server Service

Pricing: \$15.00 per list per month with unlimited members.

End User Support or Consulting Services

Pricing: \$95.00 per hour